

Logged in as: [REDACTED] on salesystem				
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View Phone Monitor Report

Monitored By: [REDACTED]

Rep: [REDACTED]

Date 2/7/2004

Code: [REDACTED]

Invoice #:

Every Call ✓ Used proper greeting
✓ Was polite and courteous

Sale/lt request
Customer service/Spanish transfer
Searched for past orders

Product ✓ Supreme Greens
Alka Slim
Dr. Day
High Speed Reading
Reorder

Supreme Greens
Calcium
E8 Daily
Liquid Essentials
Green Tea

Sales Pitch Offered scripted packages
Offered/explained auto-ship
Explained guarantee

Customer is F&F member
Sold auto-ship
Overused guarantee

Up Sells Offered ✓ Green Tea offered
E8 Daily offered
Oh Yes Topical Cream
✓ Alkalizing Books offered
Liquid Essentials offered
✓ pH Test Kit offered
Express Shipping offered
Worked up sells

Green Tea accepted
E8 Daily accepted
Oh Yes Topical Cream
Alkalizing Books accepted
Liquid Essentials accepted
✓ pH Test Kit accepted
Express Shipping accepted
✓ Customer not interested in up sells

Closing ✓ Asked for phone number
✓ Confirmed address
✓ Recorded auto-ship
✓ Quoted shipping time

✓ Asked for e-mail address
✓ Confirmed credit/check info
✓ Gave customer #/invoice #/total
✓ Thanked the customer

Comments cd to talk to Dr. Guerrero [REDACTED] was very nice and explained benefits. cust is very difficult [REDACTED] terrific w
vrended 7:25am 1mnth system and ph. 14 day diet

Score 5

Scoring Tonality/Voice Inflection -
Name -
Probe Questions -
Tailor -
Assumed Ownership -

Glad Statement -
Third Party Reference -
Benefits -
Multiply Divide Cost -
Close Up Sell -

Phone Monitor Administration Menu

**RECORDING INSTRUCTIONS FOR
ALL ORDERS WITH AUTOSHIIPPED ITEMS
Revised February 15, 2004**

After making a sale with a product on autoship, tell the customer to please wait a moment while you get their confirmation number.

- 1) Press the Recording Button on your phone (it is 5th button up from the bottom.) You will hear a confirmation number two times.
- 2) Type the confirmation number in the space provided in the database. Do not give the customer this confirmation number, just put it into the system. If customer does ask for a confirmation number, refer them to their invoice number.
- 3) Press CNF/TRN Button

SCRIPT

This call may be monitored and or recorded for quality assurance purposes.

_____, let me confirm what you'll be receiving and the costs.
(first name)

First off, your full name is _____.

Your Address is _____

Your invoice number is _____.

In the next 2-3 weeks (3-5 business days if Express) you'll be receiving:

The total cost of your order today is \$_____.

Your monthly re-supply of specify product(s) - E8 Daily, Green Tea, etc., will start in 30 (60 or 90) days at a cost of \$_____ (which includes Shipping & Handling.) If you wish to cancel or change your order in any way please call our Customer Satisfaction Department at 1-800-215-0063.

Please say yes if you agree to this order.

We must get a "YES" from the customer for this to be a valid order. (This is crucial!) This must happen on EVERY auto ship!

Thank the customer for their order. If you haven't already given them the Customer Satisfaction number or your direct number, do so now.